

Hub magazine

U.S. ARMY RESERVE PERSONNEL COMMAND
OCTOBER 2001

THE GATEWAY
A special pullout section of the Hub



Hub

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COMMANDER

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On the cover: Firefighters and servicemembers unfurl a large American flag from the roof of the Pentagon during President George W. Bush's Sept. 12 visit to the site of the previous day's terrorist attack. DOD photo by R.D. Ward.

TABLE OF CONTENTS

October 2001

Reports

- 8 **Helping children cope**
FEMA and local ESAC counselor give advice.
- 9 **Gateway insert**
A special pullout section for Active Guard Reservists
- 17 **How adults can deal with disaster stress**
by David Fratta
- 18 **Compete for a command**
Here's board help.
- 18 **Customer satisfaction survey results**
Active Guard Reservists respond in great number.
- 20 **Veterans Standdown**
by Sgt. 1st Class Frank Ulery
- 21 **Travel card changes**
compiled by Michael Shaw
- 22 **Army Knowledge Online**
Uncle Sam wants you to join the Information Age.
- 23 **Self-service web portal**
by Claire Harter

Departments

- 3 **Commander's Call**
by Col. W. Bruce Pittman
- 4 **HHC Commander's Corner**
by Maj. Hal Abbenhaus
- 5 **Sergeants Business**
by Sgt. Maj. Elva Brown
- 7 **Keeping the faith**
by Chaplain (Col.) Stephen Leonard
- 21 **News Notes**
compiled by Andrea Wales

COMMANDER'S CALL

COL. W. BRUCE PITTMAN



AR-PERSCOM employees still work to standard during this national crisis

First partial mobilization since Desert Storm signals start of war on terrorism

Sept. 11, 2001, is a day that will forever be emblazoned in the minds of Americans. Terrorists cowardly delivered a series of brutal attacks against our country. First, the World Trade Center in New York City and then at the Pentagon. In addition, four commercial airplanes were hijacked with loss of the passengers and crews.

The Army Reserve family prayed for the recovery of the wounded and expressed our deepest sympathy to all the family members and loved ones of those lost in the initial attacks, including the gallant firefighters, police officers and other rescue workers killed while unselfishly trying to save others at the World Trade Center. When, on Sept. 14, President George W. Bush authorized partial mobilization of the Reserve — the first partial mobilization since 1991 in support Operation Desert Storm — all reservists knew the war on terrorism had begun.

This partial mobilization of our Reserve Forces, which means that a reservist can be activated for up to two years of service, has placed this command in a high state of activity. While enacted, it has yet to reach our command in terms of activating any quantities of soldiers. However, we received about 1,900 phone calls that first weekend from soldiers wanting to volunteer their services.

The primary focus of the mobilization thus far has been for general civil support and homeland defense. The type of operations included in this call-up include port operations and security, medical and engineering support, base security, air defense, force protection, civil engineering, transportation, laundry and bath, mortuary affairs, firefighters, intelligence, crisis counselors and chaplains, to name a few.

A word to the IRR and IMA soldiers, who may be reading this column, now is the time to ensure that your records are complete

**“That first weekend,
AR-PERSCOM received
about 1,900 phone calls
from soldiers
wanting to volunteer. ...”**

and correct. If you're not sure if they are, then you should get in touch with your appropriate contact office, either the Enlisted Personnel Management Directorate, the Officer Personnel Management Directorate, or, for medical personnel, the Health Services Personnel Management Directorate. For more detailed information, I direct your attention to the Hot Topics section of the command web site, www.2xcitizen.usar.army.mil. Here you will find topics such as “Note on Volunteering for Current Operations,” “Partial Mobilization Questions and Answers” and “AR-PERSCOM Contacts.”

We stand ready — just like the Department of the Army and the Department of Defense — fully functioning and ready to render all support asked of us by the National Command Authority. I am confident that this command will demonstrate the professionalism and customer service all of you have come to expect from AR-PERSCOM.

Remember, we are soldiers and civilian employees of the Army Reserve, and we provide a vital service to the nation. We will continue to work to the highest standards during this national crisis. God bless you all, and God bless America.

FROM THE HHC COMMANDER



Maj. Hal Abbenhaus

Success on boards is no mystery: The key to the mystery is *you*!

Many folks have asked me what promotion boards are really like. (*See page 18 for more on boards.*) As you may know, I worked as a board recorder prior to assuming command. I worked primarily officer boards but most of what I will mention applies to all promotion boards. I will say there is no force field over the Office of Promotions, and there are no deep dark secrets to board operations. Remember, these are my opinions.

A board is a group of complete strangers who have the charter to look at your promotion consideration file, make a judgment in a matter of minutes and affix a point total that will determine your opportunity to achieve the next level of rank. Board members are taught, through a series of briefings on every board, how to understand word pictures, voting procedures, education criteria and so forth.

I am personally convinced that the board process is absolutely fair. By the time your promotion consideration file is looked at by a board it has been screened at least three times by different entities. These entities include the Office of Eligibility and Control, the administrative personnel in the Office of Promotions, and the board recorders themselves. This does not include the screening done by your personnel manager or your own personal screening of the file. I am amazed at the amount of work put into the files.

You have no input to the board other than what is seen in your file. Your total involvement is assisting in getting the file as prepared as possible. Here are some pointers. First, know when you are being considered for a promotion or other board. The key to this is that you have a relationship with your personnel management officer or personnel management non-commissioned officer. Something as simple as a complete change of address will go a long way in helping you get your file squared away. Prior to each board, the eligibility and control branch sends out a letter notifying individual soldiers in the zone for promotion about the particulars of the board on which they will be considered. The letter states what information to send and how to send it. Along with the letter is a Personnel Electronic Records Management System, or PERMS, microfiche. If you know you are in the zone to be

considered for a board and you haven't received your notification letter within 30 days of the board start date, call your PMO or PMNCO.

The PERMS microfiche is extremely important. It is said that the most important consideration by promotion boards is performance of duty. You must find a fiche reader and make sure all your academic evaluation reports and officer or non-commissioned officer evaluation reports are contained on the fiche. If they are not, then hard copies are acceptable. The hard copies must be legible, must be complete, and must be profiled for officer evaluations. If you do not have a copy of a profiled OER, send it to the board with an annotation by your servicing personnel representative that it is a certified true copy. Enlisted evaluations must be completed and have been processed through the AR-PERSCOM Evaluation Section. Other items of note to search for on your microfiche are copies of award citations, orders or graduation certificates from schools and orders for authorized badges and tabs. Do not leave the board guessing as to whether you're authorized to wear a certain award or badge.

Photos are important! Some folks think that the board will be sympathetic because they live in a remote geographic area and have no access to military photography labs. I believe that if you do not submit a photo, you are decreasing your chances of getting selected. The notification letter states that soldiers in the IRR who are not near a photo lab may submit a 35mm photo, and it further provides guidance on how one should pose in the photo. If you are running out of time — or do not have the opportunity to obtain a DA photo — submit a 35mm photo whatever component you may be a member of, soldier.

Try to duplicate an official photograph pose by standing at the position of attention, in Class A uniform, white or light blue backdrop, with your body slightly canted to the right so the photograph shows your left shoulder patch. Do not send photos of you in civilian clothes, with your dog or boat or both, with your family, or any other contrived method. It is amazing what soldiers

continued on page 6

SERGEANTS BUSINESS

Formula for success: 91B + 91C = 91W

Nuts and bolts of 91WY2 removal for 'supermedics'



Photo by Sgt. 1st Class Frank Ulery
Sgt. Maj. Elva Brown pitches in during
the Standdown for homeless vets
Sept. 14 and 15. (See story page 20.)

The combination of 91B/medical specialist (commonly known as basic medic) and 91C/licensed practical nurse, or LPN, will produce a "supermedic," who will be EMT-qualified and will be known as a health-care specialist (91W and 91WM6, respectively).

The additional skill identifier of Y2 has been used since Oct. 1 to identify soldiers in this MOS who require transition training due to the specialty conversion.

The transition training will produce a better-trained health-care specialist able to "assess, treat, sustain and evacuate traumatic and other combat-related injuries during war." These "supermedics" will be able to provide more advanced life-saving skills and will be better prepared to treat soldiers and their family members in garrison.

To be deemed fully qualified, you have to have ASI Y2 removed.

There are several steps that must be followed to accomplish this.

First, you need to know your unit's responsibility is to provide training or send you through required training and validating your LPN/LVN license. Your unit will also let you know the level of training you require which is based on current, valid certificates, license(s) you hold, such as National Registry of Emergency Medical Technician, or NREMT, certification; prac-

tical nurse/vocational nurse, or LPN/LVN, license; etc.

Second, the U.S. Army Reserve Personnel Command's Health Services Personnel Management Directorate will process all 91WY2, and 91WM6Y2 removal actions for Army Reserve soldiers.

Submit all requests for ASI Y2 removal on a DA Form 4187/Personnel Action to: Commander, AR-PERSCOM
ATTN: ARPC-HSE

1 Reserve Way
St. Louis, Mo. 63132-5200.

Health Services Enlisted Branch, or HSE, will review packets for completeness, ensuring all required documents are attached. Allow four to six weeks processing time from initial submission of request to completed action.

Incomplete and/or inaccurate requests will be returned for appropriate action. Failure to meet MOS 91W transition standards by Sept. 30, 2009, will result in mandatory reclassification in accordance with Army Regulation 614-200.

There are separate and distinct pathways to remove ASI Y2 from MOS 91W.

The documents submitted for your specific pathway will be selected from the list provided on the DA Form 4187, which can be downloaded from AR-PERSCOM's "Twice the citizen" web site at <http://www.2Xcitizen@usar.army.mil>

Pathways for 91B:

a. Hold a valid, current, unrestricted certification from the NREMT as an EMT-paramedic. STOP! Fully MOSQ, no other documentation required.

b. Hold a valid, current, unrestricted certification from the NREMT as an EMT-intermediate.

STOP! Fully MOSQ, no other documentation required.

c. Hold a graduation certificate from the Active Component (AC) 91B Basic Non-commissioned Officer Course (BNCOC); or Reserve Component (RC) 91B BNCOC Course after Oct. 1, 1996, plus:

☞ valid, current, unrestricted NREMT-basic certification plus

☞ valid, current Basic Trauma Life Support (BTLS) (Advanced Module) or

☞ valid, current Pre-Hospital Trauma Life Support (PHTLS) certification (Advanced Module)

d. Hold a valid, current, unrestricted certification from NREMT as an EMT-Basic plus:

☞ valid BTLS (Advanced Module) certification plus

☞ certificate of completion for the 91W transition training program (Trauma AIMS) under the auspices of the Army Medical Department Center and School (AMEDDC&S).

VIEWPOINT

Pathways for 91C:

All must hold a valid, current unrestricted license in practical or vocational nursing from a recognized state or territory (Puerto Rico), plus

- a. valid, current unrestricted certification from the NREMT as EMT-paramedic. STOP! Fully MOSQ, no other documentation required.
- b. valid, current unrestricted certification from NREMT as EMT-intermediate. STOP! Full MOSQ, no other documentation required.
- c. valid, current certification from NREMT as an EMT-basic; plus
✚ valid BTLS (Advanced Module) certification or
✚ valid PHTLS (Advanced Module) certification

Accepted documents:

- ✚ EMT-paramedic certificate and NREMT wallet card with expiration date (must provide both to support NREMT-paramedic certification).
- ✚ EMT-intermediate certificate and NREMT wallet card with expiration date (must provide both to support NREMT-intermediate certification).
- ✚ EMT-basic and NREMT wallet card with expiration date (must provide both to support NREMT-basic certification)).
- ✚ LPN/LVN license with expiration date. License must be issued by a recognized state or territory (Puerto Rico).
- ✚ PHTLS (Advanced Provider or Military Provider) course completion certificate issued by the National Association of Emergency Medical Technicians.
- ✚ BTLS (Advanced Provider or Military Provider) course completion certificate issued by BTLS International.
- ✚ Trauma AIMS course completion certificate from an AMEDDC&S approved program. (Trauma AIMS is a program for soldiers converting to 91W and teaches critical skills in trauma assessment, advanced airway, intravenous therapy, medications and pharmacology, and shock management).
- ✚ BNCOC - DA Form 1059 (Service school academic evaluating report for RC BNCOC). The DA Form 1059 must reflect a course date after Oct. 1, 1996.

Training NCO, for detailed information consult the following references:

- 1. Notification of Future Change (NOFC) E-0004-5, Revision of CMF 91 (Medical), to Department of the Army Pamphlet (DA PAM) 611-21, Sept. 30, 1999. <http://www.cs.amedd.army.mil/91w/> and <http://perscomnd04.army.mil/milpermsgs.nsf>
- a. DA PAM 611-21, Military Occupational Classification and Structure. See <http://www.usapa.army.mil/>
- b. AR 614-200, Enlisted Assignments and Utilization Management. See <http://www.usapa.army.mil/>

Individual Ready Reserve and Individual Mobilization Augmentees may contact HSE at 1 (800) 325-4729 Option 4.

Sgt. Maj. Elva Brown is the sergeant major for the Health Services Personnel Management Directorate.

FROM THE HHC COMMANDER NO MYSTERY IN BOARD SYSTEM

continued from page 4

will send into a board and, other than providing amusement, deviations from the DA photo do not enhance selection chances.

Take the time to make sure your Officer Record Brief, DA Form 2-1, DA Form 2A, and your biographic summary are complete and filled out correctly. The notification letter outlines which documents, based on your component and sometimes rank, you should submit for boards.

Officers, make sure your letter(s) of appointment are in your promotion consideration file. They will either be on your service fiche or you must send a hard copy. These could be the determining factor whether your educationally qualified, depending on your date of appointment.

Other items of note are transcripts and diplomas. Especially for officers, legible transcripts or diplomas that specifically indicate a degree has been conferred are key. Boards can only promote those who are deemed educationally qualified. So to even be considered fully qualified, let alone best qualified, make sure your education levels are clear.

If your diploma is in a foreign language, don't assume the board has members who can read that language. Try to get your school's registrar office to send an English translation, or at least explain the translation in your letter to the board president.

This brings me to my last issue: the letter you write to the board president. You do not have to write a letter. I could not determine if doing so increased anyone's chances of getting selected. If you do write one, include explanations on time periods where you may not have been an active participant in the Reserve, recent changes in duty status or professional qualifications that may not be transparent, or translations of documents as previously mentioned

Treat your letter as you would a cover letter to your resume. Do not be negative. Even if you have a disagreement with your unit, a leader or whomever, submit the facts in as positive a manner as you can. Any negativism you convey in your letter will reflect on only one person. Need I say more?

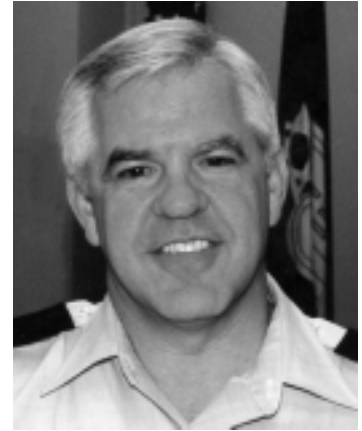
Good luck on putting your promotion consideration file together and, if you're here at HHC, AR-PERSCOM, feel free to invite me to your promotion party.

For more information on this subject, visit the following page on the AR-PERSCOM "Twice the citizen" web site at <http://www.2xcitizen.usar.army.mil/soldierservices/pb/officerprocess.ppt>

There is also a good article in the June 4 edition of the Army Times that mentions five critical tips board insiders say get NCOs promoted.

KEEPING THE FAITH

Ask yourself: ‘How Do I Fight in America’s War on Terrorism?’



Chaplain (Col.) Stephen Leonard

On the eve of my retirement from the Army, America has been attacked in a way it never expected leaving us at first numb with shock.

As we watched the horrific images unfold on television, we were truly in disbelief wondering if we were watching something akin to Orson Welles’ deception many years ago on radio announcing that Martians were landing in the United States. The realization that what we were seeing on Sept. 11 was real, and progressively worse as the day wore on, has changed America in a way seldom experienced in all of our 225 year history as a nation.

Will we ever again feel as safe as we have for so many years from foreign enemies and attacks? During my childhood and teen years we feared nuclear attack to the extent that we built bunkers in cities and backyards, and practiced hiding under school desks in regular drills. After Sept. 11, we fear flying on airplanes or working in skyscrapers. And now the fear of chemical and biological terrorism has become very real to us, as we have graphically witnessed the ability of elusive enemies who not only hate us and our way of life, but who have penetrated our national defenses and defied our intelligence network.

Our nation and people have responded to this attack with a courage and unity that encourages us all. But as we all know, and our president reminds us, our response and vigilance cannot be short-lived. For the war we now wage is a different sort of war than

we have ever faced, and our fast-food mentality, our desire for quick answers and results, cannot win the day, or we will lose this war.

One of the most prominent responses of Americans to the events of September 11 has been the response of our faith. Calls to prayer and prayer services resounded across the nation. We have sung “God Bless America” more in two weeks than perhaps in the last 50 years. It is sung at every seventh inning stretch in baseball stadiums across the land, at indeed every sporting and entertainment event, as well as every prayer service. We are still a nation of faith, and the impact of our faith has been very evident in the last few weeks.

Not a few have wondered both in America and in other countries whether or not this attack and the death of 7,000 Americans and visitors was a judgement of God upon our nation. In response to this my mind went immediately to a passage in the New Testament in the Gospel of Luke, Chapter 13, where Jesus was asked whether the collapsing of a tower that killed 18 was a judgment of God on those that died. His response to his questioners ought to set us straight as we wrestle with why this happened. And it is this. Take heed to yourself! It is not of consequence why it happened, but what is of consequence is how will it change you for the better. How will it change the nation for the better? How will this tragedy increase your own faith? We are reminded in the sudden death of 7,000

of our fellows, that we also could have been there, or somewhere where a similar tragedy would have taken place. We are reminded that we too die, if not now, some day. Jesus says as we view such a horrific scene, take heed to your own life, to your own soul. And he says, repent.

Repentance means a turning to God, away from those things which remove you from God. Repentance is a call to faith. It is the recognition that in yourself you are incapable, unable to deal with your situation alone. It acknowledges the necessity of God and His grace and mercy in your life. New Yorkers, Washingtonians, the military, the nation acknowledged as much when we turned to God in this crisis. We wanted to pray. We teared up as we sang “God Bless America” and “My Country ’Tis of Thee” and “God Bless the USA.” Some of this is patriotism and some of it is emotion. But we cannot let this crisis pass without acknowledging the spiritual impulse to turn to God and to hear his Word to us and to believe what He says and what he has promised.

We can be sure because of the determination and hatred of our enemies that we have not seen the last of terrorism or war. We can be sure that we will face death and destruction in our war against terrorism and against America’s enemies. But in facing it we want our faith to be such that no matter what happens our eternal future is secure in the hands of the One who truly holds the future in his hands. President George

VIEWPOINT

W. Bush in his address in the National Cathedral quoted from Romans 8 when he read: "For I am convinced that neither life nor death, neither angels nor demons, neither the present nor the future, nor any powers, neither height nor depth, nor anything else in all creation, will be able to separate us from the love of God."

This needs to be the faith of one who has looked in the face of this tragedy and has said I will take heed to myself and my faith. I will learn from what Jesus says in Luke 13, and turn with repentance to God, so that no matter what comes I am ready. This needs to be the faith of parents who must explain this to their children and prepare them for what may lie ahead as they seek to mature in the world that exists today.

One of our greatest frustrations as we consider what we do to seek justice upon our enemies and prevent such attacks in the future is where are they, who are they, how do we identify them? How do we do that without punishing or ill treating innocent people? Every Middle-Easterner is by no means a terrorist. Every Muslim is not a terrorist. Yet because the terrorists profess that religion and come from that part of the world and look like such people, we fear too broadly, and we are enticed to mistreat those who are not our enemy. Once more we need to heed the Scripture: "For our struggle is not against flesh and blood, but against the rulers, against the authorities, against the powers of this dark world and against the spiritual forces of evil in the heavenly realms." (Ephesians 6:12).

This is not to say that human beings were not involved in the perpetration of this evil. It is to say that our enemy is primarily spiritual, and that this is a spiritual battle, as much or more than a physical one. It therefore demands spiritual weapons. Our enemies are elusive. As individuals and as a nation, we can all fight this spiritual battle every day, even as our governing authorities fulfill their responsibility in bearing the sword of justice. It is my prayer that, in remembrance of the events of Sept. 11, that you will take heed, repent and take up the weapons of Ephesians 6:13-18. There is no better way to defeat the enemy than this.

Tragic events in America

Coming to the aid of America's children

See page 17 for more on dealing with the events of Sept. 11.

Children can also experience distress in response to a traumatic event. Even children not directly involved in the event have seen the images on television and heard adults discussing it, according to David Fratta, an AR-PERSCOM employee assistance specialist. In order to help children cope with these airplane disasters, it is important for parents to talk to children about these events. Be honest, but put the information into words they can understand based on their age. Limit the details you provide and limit the amount of television coverage they can watch. Help them to take positive action, such as participating in fund-raisers or patriotic displays.

Above all, listen to them. According to first lady Laura Bush in a recent appearance on the Oprah show: "Let the children talk ... instead of just talking to them. ... I think, as parents and teachers both, we talk to children, and we forget to listen to them."

FEMA helps you help your children cope with trauma

Advice from the Federal Emergency Management Agency

Children may exhibit these behaviors after a disaster:

1. Changing from being quiet and obedient to being loud and aggressive; or from being outgoing to being shy.
2. Having nighttime fears or nightmares.
3. Exhibiting fear that the event will recur.
4. Being easily upset, crying and whining.
5. Losing trust in adults.
6. Reverting to behavior of a younger child, such as bed-wetting and thumb sucking.
7. Not wanting parents out of sight; refusal to go to school or day care.
8. Displaying symptoms of illness, such as headaches, vomiting or fever.
9. Worrying about where they/family will live.

What to do:

1. Talk with children about how they feel, and listen without judgment.
2. Let them take time to sort things out; don't rush them.
3. Help them use words to express their feelings, such as happy, sad, afraid and angry.
4. Reassure them you will be there to take care of them.
5. Stay together as a family as much as possible.
6. Let them have some control, such as choosing their outfit or what meal to have for dinner.
7. Encourage them to send pictures they have drawn or messages they have written.
8. Help them regain faith in the future by developing plans for activities that will take place later — next week, next month.
9. Allow the children to grieve losses.

For more information on traumatic stress and PTSD, contact the AR-PERSCOM Employee and Soldier Assistance Office at (314) 592-0507 or your local Employee Assistance Center.



THE GATEWAY

Information for the USAR Full-Time Support Community

A special pullout section of the Hub



Bush announces Reserve call-up

Is your information up-to-date?

by Gerry J. Gilmore

President George W. Bush tapped the reserves for about 5,100 more troops Sept. 22, bringing to more than 10,000 the number of Air National Guard and Air Force Reserve members called to active duty.

Department of Defense officials said Bush's Sept. 22 call affects about 3,000 Guard and Reserve air refueling and communications specialists, about 130 Guard and Reserve security specialists, and about 2,000 Air Force Reserve members in other specialties.

Originally, each service reviewed its missions and identified personnel requirements up to 35,000 Reservists as follows: Army, 10,000; Air Force, 13,000; Navy, 3,000; Marines, 7,500; and Coast Guard, 2,000, according to a Sept. 14 release from the Department of Defense. These Reservists are being called upon to provide port operations, medical support, engineer support, general civil support and homeland defense.

The Sept. 24 announcement was the latest by the president in response to the Sept. 11 airliner hijackings and terrorist attacks on New York's World Trade Center and the Pentagon, according to the Sept. 24 information from AFPS. More than 6,500 people are feared dead as a result of the attacks. Senior U.S. officials believe terrorist Osama bin Laden is responsible.

Bush on Sept. 14 had authorized up to 50,000 guard members and reservists be brought onto active duty for as much as



DOD photo by Tech. Sgt. Cedric H. Rudisill, U.S. Air Force
President George W. Bush shakes hands with members of the Guard and Reserve in the Pentagon after attending a meeting with his National Security team Sept. 16. Bush authorized the call-up of up to 50,000 Guard and Reserves Sept. 14.

two years. DOD officials had said that the order could affect some 35,000 reservists and noted thousands of National Guard and Reserve members were already in action, in rescue and recovery efforts, for instance.

DOD called 5,131 Guard and Reserve airmen in fighter, air refueling and air control units to active duty on Sept. 20.

The Ready Reserve most recently underwent a partial mobilization on Jan. 18, 1991, for Operation Desert Storm, when

265,322 Guard and Reserve members were activated, according to the DOD release.

This partial mobilization demonstrates the vital role of Reserve forces in America's national military strategy. The 1.3 million men and women who serve in the seven Reserve forces make up nearly one half of the U.S. armed forces, and are an integral part of our nation's military, the DOD release said.

Gerry J. Gilmore works for the American Forces Press Service.



Sgt. Maj. M. Knepper

From the sergeant major

Job goes on amid aftermath: SGM has tips on promotion

I've known about this column now for at least three months. And of course there are no lack of things to write about under normal circumstances.

The events of Sept. 11 made a column about adminis-trivia seem to be the last thing I needed to think about. But with time to reflect, pray and mourn, I realize that in spite of all the unexpected horror and sadness, we all have a job to do and it is the same job we always had: Take care of ourselves and our soldiers and all our families. So I'm going to talk about the subject that seems to develop more questions and interest than any other when I travel around. And that subject is promotion.

I want to talk about promotion from the stand point of *Preparedness* (or as FTSMD director Col. Barry Gallagher talked about it, *Being Ready*). Unless you are very different from most of us in the Army, you want that next promotion and that next job. I know how family considerations, mission considerations, and current job considerations can make a promotion and a move downright undesirable, and I understand that. But even so, there will come that day when you will want to get ahead. So how do you get ready?

I think there are basically three phases. Planning, doing and getting credit for what you have done. You need to have a plan for what you would like to accomplish in the next rating period. You also need to have a plan for what you would like to have your subordinates accomplish. So where do you get your goals? I would start would by finding out what your boss has in mind (your bosses' goals probably are based on their bosses' goals and so on). And how do you find it out what they might be? *Counseling!* If your boss isn't scheduling you for sessions you need to get yourself scheduled for them.

We've all got ideas about how to make things better. Come equipped with some

of those ideas for your session. See if you two can't build them into some sort of measurable project (remember these words, they will be back later). Once you have goals, you will be able to pass some goals along to your subordinates. It's all about a cycle of communications.

Now that you know what you want to do, you need a plan to achieve your goals. For projects that you are responsible for, I recommend a pretty detailed plan of action where you outline for yourself the resources needed, training, dollars and milestones to accomplish what you plan. Write down your goals and post them where you can see them and review them regularly to see how you are doing with them. As far as motivation your subordinates, you are better off having them develop their own plan and methods. After all, we all have ideas about how best to do our own job. And most people fully support a plan of their own devising. Engage their creativity, support their ideas and let them run with the ball.

OK. Now all you have to do is do it. And you have a plan. So you execute it. Now you've run a successful project, how do you get credit for it, (if you don't get that impact MSM)?

Here is where we get to the promotion part. What is the most important document in any promotion consideration file? Every board member I've ever talked to says it is the NCOER. Writing yours will be no mystery for your rater, since you have been talking and planning throughout the year. Writing an excellence bullet that is actually an excellence bullet is easy since you have a project that is measurable and exceeds some standard. The areas of special emphasis on the front are reflected on the back, making it easy for that senior NCO or officer on the board to see exactly how good you are.

For detailed instructions and ideas,

check the U.S. Army Enlisted Records and Evaluation Center, or EREC, web site at <http://www.erec.army.mil/ncoer/neb.htm>

Once an evaluation is written, it needs to be processed by the Evaluations Branch before board consideration. The branch understands the importance of those reports to the board and makes maximum effort to get them to the board through their good working relationship with the PERSCOM Office of Reserve Promotion.

You can check every report that has been processed or is being processed through the evaluations history portion of the AR-PERSCOM website located at <http://www.2xcitizen.usar.army.mil/soldierservices/guidance/EvaluationsBySsn.asp>

So you've set yourself and your soldiers apart and those promotions come through. This is no time to stop being prepared. Since most promotion are conditional, now you need to be ready to attend the appropriate NCOES course for your grade. I know it is obvious and basic soldiering, but you need to have your bag packed and be ready to pass the APFT, to standard. If you are as smart as I think, you have already gotten with your rater and devised a plan to achieve excellence in PT, which in it simplest form involves regular practice and scoring well on the APFT. In fact, if accurate records of training were kept, there would be no need of an APFT. We could tell exactly what a soldier's state of fitness was from what that soldier's workouts were. In any case, when you are contacted, you should alert your PMNCO to any anticipated conflicts (with unit training, for instance) or other problems, so they can be accommodated. Basically be ready to go.

Remember, as critical as evaluations are to you, they are just as critical to your soldiers. Treat each one like it was your own and get them right. Then we can get the right soldier to the right job.

From the eagle's nest

Soldiers, are you ready?

Await guidance from National Command Authority



Col. Barry Gallagher

The Sept. 11 terrorist attacks on the World Trade Center in New York City and the Pentagon in Washington have placed our Nation in a "war against terrorism" as stated by President George W. Bush. On Sept. 15, President George W. Bush spoke to all uniformed members of the military services when he said, "my message is for everyone who wears the uniform to get ready." As professional soldiers it is our duty to the nation, to the Army and to our families to be ready to serve and win the war against terrorism. I want to take a few moments to examine what we should be doing to better prepare our organizations, our families, and ourselves for the job ahead.

First, for many of us, our specific duties in the new war against terrorism are unknown. We will await the guidance of the National Command Authority and the President for specific missions and mobilization instructions. If you take time to review the additional instructions of your current attachment order, you will see Line (F) or (G) which states:

You are a member of the Selected Reserve, therefore, in the event of mobilization by order of the Secretary of the Army, you are immediately mobilized and assigned to your present duty station. This mobilization assignment remains in effect for the duration of this AR-PERSCOM order. AR-PERSCOM will report you to PERSCOM as being on active duty. PERSCOM will issue reassignment instructions to your servicing PSC, if appropriate.

Most of us will mobilize with the unit that we are currently attached to, but there may be changes based upon the needs of the Army. In the meantime, we need to focus on increasing our accountability procedures and security levels. We need to review and update our Evacuation Plans and conduct rehearsals. The tragic events in New York and Washington point out how important these basic responsibilities are in an emergency situation. All supervisors and leaders must have a personnel accountability system that allows us to know the status of every soldier and civilian entrusted to us at all times.

Second, we will be heavily involved in the review and updating of Mobilization Plans as we prepare to accomplish the missions that lie ahead. Much of what we have been trained to do may change as we seek solutions to problems that were remote possibilities a few years ago. As we wait for guidance and specific missions, we must take immediate action to update our Alert Rosters and conduct tests. It is imperative that we have notification procedures that allow us to make this process work perfectly.

Third, as individuals, we owe it to our families to have our

**Much of what we have been trained to do
may change as we seek solutions to
problems that were remote possibilities
a few years ago.**

**As we wait for guidance and specific missions,
we must take immediate action to update
our Alert Rosters and conduct tests.**

personal affairs in order so that they are assured that everything is in place if we are called up for extended active duty away from our current duty station. The most important documents that you should immediately be concerned with are:

- 1) Record of Emergency Data (DD Form 93-E (01 Apr 1996)
- 2) Servicemember's Group Life Insurance Election and Certificate (SGLV-8286, April 1996)

It is imperative that both of these forms are up to date and in your Military Personnel Records Jacket (MPRJ) here at AR-PERSCOM. These forms are vital in the notification process if you are killed or severely injured while on active duty. Also, insurance payments are made only to individuals listed on the SGLV Form 8286. If you have had a change of address, or if you are now divorced, or re-married, you should consult your unit personnel NCO to complete these forms. Mail them directly to the following address:

Commander, AR-PERSCOM
ATTN: ARPC-ARE-MR (for enlisted soldiers) or
ARPC-ARO-R (for officers/warrants)
1 Reserve Way
St. Louis, MO 63132-5200

Now is also a good time for all of us to review our family readiness plans. Make sure that your Family Care Plan, if required, is up to date. All wills, bank accounts, investment portfolios, insurance policies, and power of attorney documents should be reviewed and updated.

The tragic events of 11 September will leave a lasting impact on the Nation and every American citizen. As soldiers, we must be ready to answer the call and ensure that we have done everything within our power to take care of our loved ones during our absence. The time to complete these important preparations is now!

AGR killed in attack

*Other Active Guard Reservists at the scene
try to help Pentagon victims*

An Active Guard Reservist and former ARPERCEN employee was killed in the Sept. 11 terrorist attack on the Pentagon in Washington, D.C.

Lt. Col. David M. Scales was once a personnel management officer and operations officer at the U.S. Army Reserve Personnel Center, the U.S. Army Reserve Personnel Command's predecessor.

Scales most recently served as the personnel policy integrator in the Office of the Deputy Chief of Staff for Personnel, or ODCSPER, under Headquarters, Department of the Army, at the Pentagon. He had been transferred to ODCSPER from OCAR's Force Programs Directorate in May. Scales was at work there when the hijacked airliner struck the Pentagon. The ODCSPER offices were in its path, according to the Office of the Chief, Army Reserve, web site at <http://www.army.mil/usar>

The OCAR web site has a story on Scales as well as his military biography. To read more about Scales, go to the web site and select "Remembering Lt. Col. Dave Scales" under the heading "Army Reserve Headlines" in the right-hand panel.

To read more about other AGR soldiers who were on site that day, select "Answering the Call: Individual Accounts." You'll find information on Command Sgt. Maj. of the Army Reserve Alex Ray Lackey; his aide, Sgt. 1st Class Paul Mantha; and former AR-PERSCOM employee Master Sgt. Jacqueline Gopie, once of the Surgeon's Office. Gopie now works as the medical policy NCO at OCAR.



Lt. Col. David M. Scales

Wear of Army Superior Unit Award OK'd at many staff, support agencies

by Sgt. Maj. Traci Bell
Enlisted Management Division

The Army Superior Unit Award, or ASUA, was approved for many Army staff agencies and supporting organizations for FY 2000, including the U.S. Army Recruiting Command, or USAREC, according to DA PERSCOM message 0909462 May 01.

USAREC is noted because a significant number of AGR soldiers were assigned there, but the list also includes Headquarters Training and Doctrine Command, or TRADOC; many TRADOC schools, and the Office of the Chief, Army Reserve.

All soldiers, enlisted and officer, who served with the listed organizations any-

time from Oct. 1, 1999, to Oct. 1, 2000, are authorized to wear the ASUA. Soldiers must have been attached to the command as a permanent duty station in order to be authorized permanent wear of the award on their uniforms and have a permanent entry on the DA Form 2-1 or Officer Record Brief. Soldiers are encouraged to view the message on the the U.S. Army Reserve Personnel Command's web site at <http://www.2Xcitizen.usar.army.mil>

Soldiers who believe they meet the requirement may contact their records NCO at the Full Time Support Management Directorate either by e-mail or telephone to request entry into their records.



The Gateway

**A special pullout section
of the Hub**

Fall 2001

Story coordinator

Lt. Col. Caryl Buford
Full Time Support
Management Directorate
AR-PERSCOM

This insert provides information of an advisory and informative nature concerning USAR full-time support and is distributed to all AGR and military technician personnel as well as to the employees of the U.S. Army Reserve Personnel Command, or AR-PERSCOM. This insert is governed by Army Regulation 25-30.

For story ideas, send electronic mail, or e-mail, to:
janet.devos@arpstl.army.mil

For editing, layout and design questions:
andrea.wales@arpstl.army.mil

Comments can also be sent to:
AR-PERSCOM
ATTN: ARPC-ZPA/Hub editor
or ATTN: ARPC-AR/Ops NCOIC
1 Reserve Way
St. Louis, Mo. 63132-5200

AR-PERSCOM Public Affairs telephone numbers are:
(314) 592-0726, DSN 892-0726.

To change your address, contact your personnel manager.

Reservists respond to tragedy at WTC as units, individuals

by Maj. Mike Paoli,
U.S. Air Force

Special to the American Forces Press Service

NEW YORK, Sept. 20, 2001 — They don't stand out, but many National Guard and Reserve members are here at "Ground Zero." They wear the uniforms of firefighters, city and state police officers and other public services.

Sparsely scattered among hundreds of volunteers are also those in battle dress uniforms. They are publicly distinguished from each other only by the words above their pockets — "U.S. Marines," "U.S. Army," "U.S. Air Force," "U.S. Navy."

Most of those in uniform are individual guardsmen and reservists on the volunteer "chain hauls," the human chains that remove rubble or bring in supplies. Some are active-duty military members from local recruiting stations or civilian school assignments.

One airman took leave, drove 12 hours from his duty station in Missouri and, by early morning the day after the Sept. 11 attack on the World Trade Center here was just another shadowed worker on a hill of rubble.

Sgt. 1st Class Earl Peeples of the Army Reserve had been looking forward to some sleep the morning of Sept. 11. He was leaving his night job as an operations analyst at Citibank in the Wall Street area when the first hijacked airliner slammed into the nearby trade center's north tower.

A communications expert with the 112th Field Artillery in Toms River, N.J., Peeples immediately drove the 86 miles home to retrieve his uniform, gloves, web harness and other useful gear. By Tuesday evening Peeples was assisting New York City police officers in setting up a security perimeter around the disaster area.

He then joined the chain hauls in the 16-acre area of devastation, passing buckets of debris throughout the night and much of the following day before exhaustion set in.

"I found a nice, quiet spot in Battery Park where I could lay my head," Peeples said. He was up again a few hours later, conducting a search of the damaged American Express Building before again joining the "guys" atop the rubble.

"I think everyone was a little afraid at first," said Capt Brent Unger, an instructor with the 440th Air Force Reserve Officer Training Corps Detachment in Columbia, Mo. "We started out slow, but once we got together out on the pile and started working, we got momentum."

"The camaraderie I felt, it was like we were all in the military," said New York native Navy Petty Officer 1st Class Shannon Smith. "People constantly bringing water to drink or pour over your neck, or sandwiches."

Smith recalled his high school summers working in the World Trade Center. Now an active-duty administrator at the Undersea Warfare Unit in Brooklyn, he and fellow sailors joined a debris chain haul near the tall, silver-frame remains of the south tower.



Photo by Sgt. 1st Class Christina Steiner/
311th Military History Detachment

Col. Gerard McEnerney (right) escorts the chief of the Army Reserve, Lt. Gen. Thomas J. Plewes, and the commander of the 77th Regional Support Command, Brig. Gen. Richard Colt, through "Ground Zero" in lower Manhattan.

Navy Lt. Cmdr. Andre Alston walked the perimeter of Ground Zero. A reserve chaplain with Marine Air Wing Group 49 in Willow Grove, Pa., he stopped rescue workers who seemed in need of comfort and encouragement.

"If they want to talk, we talk," said Alston, an eighth-grade teacher and former New Yorker. "If they want to pray, we pray, right in the middle of the street. A firefighter just cried, and I held him."

Alston said the most common question he received was, "Why?" He said he doesn't have an answer, but he did have a response.

"Out of tragedy there's always a purpose," Alston said. "I hope the tragedy of the loss of all these lives will unify our nation and break down the barriers that divide us."

After seven days, 50,000 tons of debris had been removed from Ground Zero. The volunteers were at work then, they are today, and they will be tomorrow and likely many more tomorrows to come. Individual soldiers, sailors, airmen and Marines, some are putting their military training to use while others simply provide physical and moral strength.

"We're not heroes, we're just Americans trying to help other Americans," said Brooklyn resident Air Force Senior Airman Edward Blunnie, a reservist and full-time U.S. Postal Service employee. "Until everyone is accounted for, we're going to work night and day to find our countrymen."

Maj. Mike Paoli is assigned to Air Force Public Affairs, New York Office.

Study up on AGR officer career pattern

Use these helpful hints to succeed

by Maj. Linda Caswell

Maj. Gen. Craig Bambrough, the deputy commanding general of the U.S. Army Reserve Command, or USARC, was the featured speaker for AR-PERSCOM's Officer Professional Development Aug. 23.

He presented a career pattern graphic for AGRs along with his time line for career progression. Lt. Col. William Farthing and Maj. John Manning of the Personnel Proponency Office analyzed the graphic, and updated it to include more recent policy changes.

This model is common to all Reserve officers. Since an Active Guard Reserve career usually starts anywhere within the first 14 years of commissioned service (primarily O3 and O4), each individual officer must place his own timeline for AGR service (maximum is now 24 years of active federal service) onto the timeline. It might be helpful to place the years of his promotions on the timeline as well, to project what he should be doing in future years. Because of very turbulent force structure, a solid, undeviating plan for career progression is next to impossible, but here are some general rules for a satisfying and rewarding career:

Ensure you complete your military education in the required time frame. You must complete the Captain's Career Course to be favorably considered for Major. Although CAS3 completion has been waived in recent years to be considered for Major, completion is a prerequisite to enrolling in CGSOC. You must complete 50% of CGSOC to be promoted to Lieutenant Colonel. Not only is it imperative to complete your education, but you must follow-through to ensure that your official military personnel file reflects your accomplishment. Continuous education is also important, whether it is military or civilian.

Do a good job. Put your all into every assignment, regardless of how well you like your position or for whom you work. Do everything you can to learn the job, as well as those around you. Diversify. Stay focused on the Army Values: loyalty, duty,

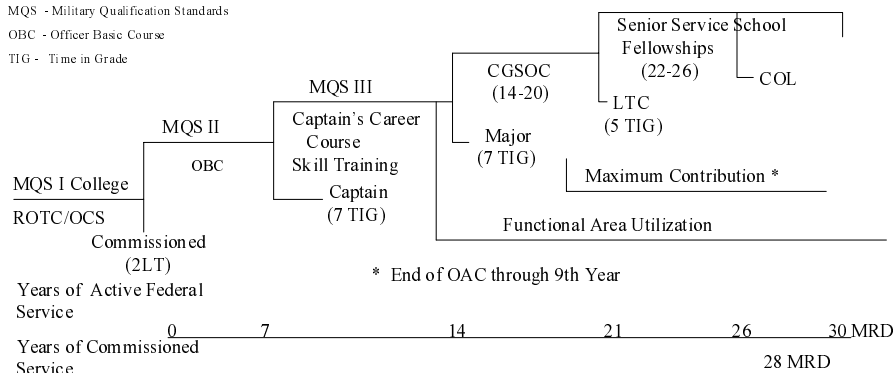
Acronyms

CGSOC - Command & General Staff Officer Course

MQS - Military Qualification Standards

OBC - Officer Basic Course

TIG - Time in Grade



*Maximum contribution is the point officer reaches 20 years AFS

Model assumes maximum Time in Grade - No below zone or vacancy promotions

respect, selfless service, honor, integrity, and personal courage. It's an easy concept that will get you promoted.

Be flexible in your assignments. Remember, the job that you *want* may not be the best one for you! Don't be influenced by your personal preference to reside in a specific location. Allow your Personnel Management Officer to do what he/she is paid to do. It is their job to find you a career enhancing position for which you are fully qualified. This may require you to move outside of your comfort zone. Learn and grow from the experience, and of course, do a good job. Remember, your PMO sees the "big picture."

There are no bad jobs. Every job in the AGR program is an important one. Whether you are molding future leaders in a ROTC assignment at a university or serving as a Brigade Operations officer, you are fulfilling a great need for the U.S. Army Reserve. Yes, some jobs are more demanding than others. That fact is no different than assignments in the Active Component or even the civilian world. It goes without saying that the higher your rank, the greater

the responsibility. Keep in mind that every job is what you make of it!

Find a mentor. Most often, a senior ranking officer will decide to mentor you throughout your career. Consider this jester an honor and privilege. However, if you haven't been selected, it is OK to actively seek a mentor.

Find a successful senior officer who you respect and desire to follow in his/her footsteps and career path. Request the officer's guidance and assistance in determining your career decisions. Few senior officers will turn down the opportunity to guide you down the right path. Be prepared to hear what is best for you, not necessarily taking into consideration what you 'want' to do. How do you know when you've found the right mentor for you? You'll know! The relationship will just "click."

Use the Career Pattern Graphic as a guide to ensure a successful career in the AGR program. Remain flexible and do your best. Always keep your options open and never turn down a great opportunity, especially if it is educational in nature or career enhancing.

Soldiers searching for training can find it on ATRRS Online

*Visit the Army Training Requirements and Resources System
web site at www.atrrs.army.mil*

Soldiers who need training to fulfill promotion requirements or for career field professional development can now find the course information online.

Every resident and distance learning training course in the Army Formal Schools Catalog – whether it's conducted by Active Component, Army National Guard or Army Reserve – can be found on the Army Training Requirements and Resources System (ATRRS) Web site at www.atrrs.army.mil. The site lists course and school information along with class schedules.

"Never before have we been able to give every leader and soldier visibility of Army training of this magnitude and detail," said Maj. Russell Dunford, policy and plans officer for Training and Doctrine Command's Deputy Chief of Staff for Education, or DCSSED. TRADOC is located at Fort Monroe, Va.

"That's important to the individual soldier. Let's say that you're an active component or a reserve component soldier. You need to take the First Sergeant Course or the Battle Staff NCO Course.

"The ATRRS web site can tell you class dates, course prerequisites, billeting information, points of contact and even directions and cab fare from the local airport," Dunford said.

If soldiers find the course availability they're looking for, the chain of command must still approve course registration as it always has. ATRRS is the gateway to The Army School System (TASS) because it lists courses taught by Army Reserve, Army National Guard and Active Component schools. Soldiers are trained to the same standard and receive the same credit – regardless if the school is Active Component or Reserve Component – when instructed with The Army Training System Courseware (TATS-C) program of instruction (POI).

ATRRS is maintained by the Department of the Army Deputy Chief of Staff for Personnel. Once on the web site, choose to search the ATRRS catalog at the top right of the page. Soldiers do not require ATRRS access codes for this capability. When the menu window appears, a soldier can search via MOS, Additional Skill Identifier (ASI), OPMS skill code for officers, by state or even school code. Local education and training offices can supply school codes.

Additional information about TASS can be found on the DCSSED website at www.tass.monroe.army.mil

"To enhance Army readiness through an efficient, fully-inte-

**"Never before
have we been able to give
every leader and soldier
visibility of Army training
of this magnitude and detail."**

**Maj. Russell Dunford,
TRADOC Deputy Chief
of Staff for Education.**

grated educational system that guarantees soldiers of all components are trained to a single standard is the DCSSED vision," Dunford said. "We fight together – now we train together. One Army – One standard."

Note for AGR soldiers:

The above information is useful for planning purposes, only. FTSMD is responsible and accountable for AGR soldier training. We, at FTSMD, have developed a priority system to ensure that soldiers are offered the opportunity to attend professional development education (PDE) in time to meet promotion requirements. Because we may not have quotas in each version (AC or RC) for each class, soldiers and their Commanders must be flexible and support our scheduling efforts. Although training funds are limited, we support essential job training. The DA Form 4187 with recommended approval from the chain of command is still the current vehicle to request AGR training. Soldiers are welcome to state several preferred class dates, or to state which dates are unacceptable due to personal or mission requirements. We will try to accommodate preferred class dates within our capability, and within our priority system.

Here's how to reach the FTSMMD staff

FTSMMD uses an automated call processor telephone system. Dial any of the three phone numbers below, and the menu choices will direct you to the right office. If you know your party's four-digit extension, you may bypass the menus by pressing 1 after the tone, then dialing the four-digit extension. This will take you directly to your party. If you do not know the four-digit extension, the menu choices will direct you to the right office. **If you are not an AGR soldier, or calling about an AGR soldier, we cannot reroute your call.**

Commercial (314) 592-1234

Toll-free 1 (800) 325-4118

DSN 892-1234

To e-mail individuals, use the following format: firstname.lastname@arpstl.army.mil

HEADQUARTERS (ARPC-AR)

5152 COL Gallagher, Barry B. Director
5152 LTC Buford, Caryl Deputy director
5152 SGM Knepper, Monte Dir SGM
5152 Brandt, Donna Admin officer
5152 Barnes, Sheri Dir secretary

ENLISTED MANAGEMENT DIVISION (ARPC-ARE)

5101 MAJ Spielvogel, Kenneth Division chief
5114 Williams, Margaret GO Corr/VIP/
Congressionals and EFMP

5101 SGT Tolbert, Delena Admin NCO

Operations

5115 MSG Tweedy, Arla Ops NCOIC
5115 SFC Burke, David Operations NCO

Personnel Management Branch

5102 SGM Bell, Traci Branch Chief
5104 vacant Asst Branch Ch
5121 Slantz, Jean Enlisted
Promotions Spc

Combat Arms, Combat Support,

Combat Service Support Team

5120 SFC David, Brenda Team chief
5121 SFC Donovan, Timothy 11B/C/H/Z,
12B/C/Z, 13B/F/Z, 19D/K/Z,
25V/Z, 35E/J/W, 45E/K,
52D/X, 55B, 63J, 67U/Z,
68X, 88Z, 92R, 93P

5122 SSG Collins, Patrick 62B (A-K),
63B (A-K)

5123 SFC Thomas, Marshall 63D/E/H/J/T/W/Z,
88H/K/L/M/N/P/T/U/X

5124 SSG Bryant, Stephanie 62B (L-Z),
63B (L-Z)

5125 SSG Jimenez, Jorge 92Y (A-G)

5126 SFC Chatman, Alicia 92Y (H-O)

5127 SFC Herron, Linda 37F, 38A,
77F/L/W, 92A/G/M

5128 SFC Martinez, Thomas 92Y (P-Z)

5129 SFC Appia, Jacqueline 31C/F/L/P/R/U/
W/Z, 51H/M/T/Z,
52E/G, 54B, 62N, 81L,
82D, 95B/C/D, 96B/D/H,
97B/E/L, 98C/G/H/Z

Career Management Field 71 Team

5130 MSG Johnson, Karen Team chief
5131 SFC Santiago, Hector 75H (SFC/MSG
A-K)

5132 SFC Clay, Dana 75H (SFC/MSG
L-Z)

5133 SFC Baker, Michell 71G, 91A/B/C/E/S/X

5134 SFC Damiano, Joseph 71L

5135 SSG Ryan, Robert 75F, 75H
(SGT/SSG)

5136 SFC Richardson, Carla 75B

5137 SFC OrtizGuzman, Angel 46Q/R/Z,
71D/M, 73C/D/Z,
74B/C/G/Z

Career Management Field 79 Team

5140 SFC Gwynn, Alonda Team chief
79R (2nd Brigade)

5141 SSG Torres, Jose 79R (1st Brigade)

5142 SFC Washington, Clyde 79V (Retention
and Transition NCO)

5143 SFC Box, David 79R (3rd Bde)

5145 SSG Tomlinson, Tony 79R (5th Bde)

5146 SSG Conway, George 79R (6th Brigade)

5147 SFC Moran, Sandra 79R
(Accessions)

5148 SFC Fierro, Gabriel 79R
(Accessions/
Detailed Recruiters)

5149 MSG Fitts, James USAREC liaison

Accessions Team

5111 Vitale, Jean Team Chief

5112 Ashford, Cheryl Accessions Tech

5112 Roberts, Angel Accessions Tech

5112 Boyce, Troynell Accessions Tech

5112 Poe, Pier Accessions Tech

5112 Sendejas, Rick Accessions Tech

5103 SFC Humphries, Charles Marketing NCO

Military Personnel Branch (ARPC-ARE-M)

5106 vacant MPB Chief

5110 MSG Suellau, Michael Asst MPB Chief

5159 SFC Tillman, Burnadette Special Actions
NCO

Personnel Records Branch (ARPC-ARE-MR)

5112 SFC Wade, Jennifer NCOIC

Enlisted Records

5107 SSG Pettigrew, Jeff Team leader

5108 SSG Rivera, Javier Team leader

5109 SSG Rodriguez-Guzman, Maritza Team leader

Special Actions Branch (ARPC-ARE-S)

5116 Bredensteiner, Charlotte Branch chief

5105 Lawrence, Delgenia Team leader

5105 Manzotti, Veronica Compassionates/
Relieved recruiters

5105 SSG Daily, Donald Flags/Local bars

5105 Bossard, Julie TDRL/Medical

5105 Upchurch, Chris QMP/VERP

OFFICER MANAGEMENT DIVISION (ARPC-ARO)

5171 LTC Knight, Betty Division chief

5171 MAJ Caswell, Linda Ops officer

5171 SFC Joers, Alfred Ops sergeant

5171 Ferguson, Vicki Ops, IG/ROTC

Officer Accessions Team

5173 Comley, Pat Officer
accessions

5173 Massander, Connie Officer
accessions

Officer Management Team

5185 MAJ Rowe, Robert Team chief

5183 CPT Dederer, Richard 88, 90, 91

5179 MAJ Johnson, Linda 92, 51

5170 Wilson, Hallie (DA 1506 &
Retirement)

5180 MAJ Dekle, Michael (MS, 70 series)

5177 MAJ Moore, Linda 46A, 55, 56, 66

5169 Laswell, Celeste (ALL AFS)

5178 MAJ Luetgen, Susan 41, 42, 43

5174 Peterson, Crystal (DA 1506 &
Retirement)

5181 MAJ Adkins, Bruce 18, 31, 38, 39,
50, 59A, 74

5184 MAJ King, Curtis 01, 11, 12, 13,
14, 15, 54

5188 Chapman, Cori Overseas

5182 MAJ Harris, Gregory 24, 25, 44, 45,
49, 51, 53

5176 MAJ Rogers, Billy 21, 35

5189 Dobkin, Loretta (Retirement-
AFS)

Warrant Officer Section

5187 CW5 Schey, John Section Chief/
91XX, 15XX,
all CW5s

5186 CW4 Moore, Arcelia WO1-CW4

Records Team

5175 SFC Brockman, Curtis Team Chief

5175 SGT Swartout, Brian Records NCO

5175 Smith, Claudia Mil tech

Special Actions Branch (ARPC-ARO-S)

5172 Nahlen, Sharon Branch chief

5172 McNeill, Jeffrey DAADBs

5172 Kinslow, Janet Flags/Medical
compassionates/EFMP

DISTRIBUTION DIVISION (ARPC-ART)

5190 LTC Lawrence, James Chief

5191 Brown, Angela Trng coord

Command Actions Branch (Reg Acct Mgr)

5197 Stumpf, James Chief

USAREC, other commands

5194 SSG Camacho, Lillian 70th RSC,

88th RSC, 91st Div, 96th RSC,

244th Avn Grp, 416th Eng Cmd, AMC, FORSCOM

5196 SFC Rodriguez, Samuel 7th ARCOM,

65th ARCOM, 84th Div, 98th Div, 104th Div,

OCAR/DA/NCR

8th Army, 9th RSC, HQ EUCOM,

HQ USAREUR, NCO Academy Dix/Lewis/McCoy,

SOCOM, SPOC

5195 SFC Miller, Cloud 9th TSC,

19th TAACOM, 78th Div, 80th Div,

89th RSC, 99th RSC,

108th Div, 310th TAACOM, TRADOC

5158 Morrow, Sandra 3d MEDCOM,

75th Div,

77th RSC, 85th Div, 94th RSC,

100th Div, 311th COSCOM,

335th Sig Cmd

5198 SFC Lipscomb, Libby 63rd RSC,

90th RSC, 95th Div,

ACOM, AR-PERSCOM, ASOC, REDCOM,

USAG,

ARRTC, 377th TAACOM

5199 SFC Sanders, Carlos 81st RSC,

87th Div, 143rd Trans,

412th Eng Cmd, JointHQ(CINCs),

NAAD/RTS MED, USARC

Information Management Branch

5193 MSG Kitchen, Eric Branch chief

Senior AGR Management Office (ARPC-ARS)

5109 SFC Wade, Jennifer Records NCO

[MSG(P), SGM]

5155/56 Gruver, Lillian Mil tech

COMBINED FUNCTIONAL AREA DIVISION

(ARPC-ARF)

3850 MAJ Espallat, Francisco Division chief

5730 MAJ Heard, Caryn

3175 MAJ Mfum, Steve

4482 Rippee, Thomas

3670 Schenk, Diana

3695 Shea, Kathleen

Local professional helps you deal with stress

by David Fratta

Employee assistance specialist

Planes crashing; buildings burning; people fleeing; rescue workers responding; hundreds dead; thousands missing. ... Millions of Americans watched these images in horror as terrorists attacked the World Trade Center and the Pentagon Sept. 11.

While victims experienced the horror firsthand, eyewitnesses on the scene watched in disbelief as the tragedy intensified. The rest of the country witnessed the events as they unfolded on the screen.

These events left Americans with an overwhelming sense of shock, vulnerability and fear. Many who witnessed these events felt physically ill, had nightmares or felt emotionally numb. Such traumatic stress reactions are normal in the aftermath of a catastrophic event. However, some of those who were directly exposed to the terrorist attacks — or who were personally involved in the rescue efforts — may develop a psychiatric condition known as post-traumatic stress disorder, or PTSD.

According to the National Center for PTSD, the “normal” traumatic stress reaction includes emotional, psychological, physical and behavioral changes. The emotional effects of trauma include feelings of shock, irritability, terror and grief. Possible physical effects include fatigue, difficulty sleeping, headaches, decreased appetite and upset stomach. Typical psychological effects include poor concentration, memory problems, lowered self-esteem, nightmares and worry. Common behavioral effects include increased interpersonal conflicts, social withdrawal, decreased intimacy, school or job performance problems and being overprotective. Witnesses of traumatic events are also at increased risk for substance abuse.

While most trauma survivors and witnesses will recover from traumatic stress within six to 16 months, some will go on to develop PTSD. PTSD is a psychiatric diagnosis that features specific emotional and psychological difficulties experienced by someone who is directly exposed to a traumatic event. By definition, such an event must involve a close encounter with death or serious injury, or direct observation of the unexpected death or serious injury of others. The reaction to this event includes intense fear, helplessness or horror.



Photo by Staff Sgt. John Valceanu/214th Mobile Public Affairs Detachment
A family member of a victim who was killed in the Sept. 11 terrorist attack on the Pentagon holds yellow roses and an American flag in remembrance of his loved one. Family members visited the Pentagon Sept. 15 and were allowed to see the impact site. Victims of the plane disasters at the Pentagon, at the World Trade Center and in Pennsylvania have personal ways of dealing with what happened.

Features of PTSD include a persistent re-experiencing of the trauma through nightmares or flashbacks, avoidance of anything that reminds the person of the event, and feelings of emotional numbness. In addition, the person may experience depression, jumpiness and possible “survivor guilt.”

To warrant a PTSD diagnosis, a person’s symptoms must be present for at least one month and must cause significant disturbance in normal social and occupational functioning. Those who develop symptoms of PTSD should seek medical or mental health assistance, which may include individual and group therapy as well as medication.

Recovery from traumatic stress takes time, but there are many ways to help the healing process:

- ✚ Talk about the event with family, friends, loved ones or others who experienced the same event.
- ✚ Seek spiritual support through your church or chaplain.
- ✚ Take care of your own physical and mental health through exercise, nutrition and rest.
- ✚ Be sympathetic and supportive of others.
- ✚ Take part in memorial or prayer services.
- ✚ Become involved in a positive way,

through giving blood or providing other assistance.

✚ Stay informed, but limit the amount of time you spend watching TV coverage of the event.

Many trauma survivors will participate in critical incident stress debriefing, or CISD, meetings, facilitated by specially trained health care or employee assistance personnel. CISD meetings help people to better understand their emotional reactions to the traumatic event.

Trauma survivors can also obtain help from their workplace Employee Assistance Program. EAP specialists are trained to provide assessment, information and referral services to people who are experiencing traumatic stress reactions as well as other personal problems.

In times of trauma, it is difficult to look toward the future. Nevertheless, most people will recover from traumatic stress reaction and PTSD, and the nation’s communities will gradually return to some sense of stability. Many trauma survivors will even find a way to grow from this experience through changing the way they see themselves and the world, and through rethinking and reordering their values and priorities.

Want the opportunity to make a difference?

Compete for a command via USAR AGR

by Chief Warrant Officer 4 William "Butch" Fox
Command Boards Team

You often hear senior officers comment that command assignments were the most rewarding, challenging opportunity they had ever had.

It is the one place where training, mentoring and job performance make the biggest, most lasting impact on the success or failure of soldiers and the unit. It's a very exciting challenge for those up to the task and an awesome responsibility for those willing to take it on.

Yet, in today's information-rich society, many USAR AGR commissioned officers do not fully compete for the opportunity to command a U.S. Army Reserve unit. During the February 2001 USAR AGR Company/Battalion Command Assignment Advisory Board, 80 percent of the applicants eligible to compete in this board failed to submit anything to the board. That is an astounding figure when you consider that participation in this board is mandatory.

Command opportunities for USAR AGR commissioned officers exist through the Command Assignment Advisory Boards. Prior to 1998 there was no efficient or effective way to select, request and track USAR AGR commanders for troop program units, or TPUs, within the U.S. Army Reserve Command, or USARC. To correct this deficiency, in May 1998, the Chief, Army Reserve, or CAR, established the Command Assignment Advisory Boards program to assist him in identifying the best possible candidates to lead USAR TPUs.

Within the Command Assignment Advisory Boards program, two distinct AGR command boards exist: the USAR AGR Colonel

Command Assignment Advisory Board and the USAR AGR Company/Battalion Command Assignment Advisory Board. Both boards are normally convened the same time every year at the U.S. Army Reserve Personnel Command, or AR-PERSCOM. In 2002, these boards will convene in February.

The process of preparing and conducting the two boards are the same. The Command Boards Team of AR-PERSCOM's USAR Boards Support Branch, identifies all officers eligible to be considered by a Command Assignment Advisory Board. Each officer's file is initially screened to ensure that they meet the eligibility criteria established in the board's letter of instruction. After each officer's eligibility is verified, a packet is prepared for the officer. This packet includes a letter of instruction for the upcoming board, an Officer Record Brief produced and stamped official by the AGR Full Time Support Management Division, or FTSM, and a board fiche produced from the officer's PERMS record, which does not contain any service documents. Once the packets are complete, they are mailed to the officers at the home address maintained in the AGR Management Information System (AGRMIS) database.

The CAR's current policy is to mandatorily board all officers who meet the eligibility criteria outlined in the letter of instruction. This policy is to allow every officer an equal opportunity to compete for a command assignment and to give the CAR the largest pool of officers available in which to choose the best candidate possible for a command position. Every officer is instructed to comply with the board's letter of instruction within 75 to 90 days. No declinations are allowed.

Complying with the letter of instruction is not hard, as there are four basic tasks officers must accomplish to meet the minimum

AR-PERSCOM customer-satisfaction survey

Almost 4,300 soldiers and others responded to the 67-question AR-PERSCOM customer-satisfaction survey, which appeared on the "Twice the citizen" web site at <http://www.2xcitizen.usar.army.mil> April 24 to May 31.

The survey was designed to help AR-PERSCOM leadership and employees

- ▣ focus on customer needs;
- ▣ make sure resources are properly committed;
- ▣ increase the quality of career management and guidance; and
- ▣ improve timeliness, quality and accuracy.

The survey results revealed that most of the customers of the U.S. Army Reserve Personnel Command were at least satisfied and many were partially satisfied – 61 percent were at least satisfied while 39 per-

cent were partially satisfied or unsatisfied.

Specifically, overall customer satisfaction was evaluated this way:

- ▣ 81 percent rated regional support team, or RST, service as average or better;
- ▣ 79 percent rated professionalism/respectfulness as average or better;
- ▣ 73 percent rated career managers as average or better; and
- ▣ 71 percent rated timeliness of service as average or better.

Respondents' top five most recent contacts were

- ▣ Assignments;
- ▣ Promotion boards;
- ▣ "Other;"
- ▣ Record services; and
- ▣ Career guidance.

The method of incoming communica-

tions reveals a "virtual milpo":

- ▣ 68 percent by telephone (37 percent to individuals; 31 percent to the Customer Contact Office, or CCO); and
- ▣ 27 percent via e-mail.

Respondents indicated that of their 1,815 messages left on voice mail, 32 percent were not returned.

The "Twice the citizen" web site was received even more favorably: Satisfaction was rated at 95 percent for ease of use and 96 percent for information provided on site. Anecdotal information reflected that www.2xcitizen.usar.army.mil is a convenient and time-saving way to have questions answered. However, respondents suggested that

- ▣ Web-site information should be routinely updated;

Command Assignment Advisory Board

requirements for submitting their documents for the board. The documents make up a file, which, in essence, is an officer's military résumé for a future job as a commander:

(1) Officers are urged to review their ORB for accuracy and their board fiche for missing documents and documents belonging to other individuals. They should correct their ORB in red ink, sign and date it. Any documents missing from their board fiche should be certified as a "true copy" and submitted to the board for inclusion in their board file.

(2) Officers are instructed to submit an official DA Photo taken within five years of the board's convening date and in the officer's present grade. They are further instructed to place on the back of the photo their height, weight, date and signature.

(3) A Commander's Statement is required. The statement must have pass or fail for the officer's APFT, height and weight and whether or not they meet the screening weight. If the officer does not meet the screening weight then a DA Form 5500R or DA Form 5501R certifying that the officer meets body fat standards must be submitted.

(4) The last requirement, a letter to the board president, is optional but highly recommended. This is the one document that enables the officer to speak directly to the members of the board. This letter allows the officer to communicate individual skills and unique preparation for command that may not be apparent to the board when their file is reviewed. You should not use a pending assignment or scheduled schooling as "extenuating reasons" to disqualify yourself from consideration for command.

Assemble your documents and mail them to the address provided in the letter of instruction, or LOI. The board will consider

a board packet regarding you, whether or not you submit the documents required according to the LOI. At a minimum, the board will consider an officer based on a copy of their ORB and board fiche (i.e., a copy of the same ORB and fiche mailed to you).

Each member of the board reviews and votes all files presented, and then the scores for the files are tabulated and compiled to produce an Order of Merit List. The OML is forwarded to the CAR for approval. After the OML for the board is approved, slating officers from the Office of the Chief, Army Reserve, will select commanders from the OML to fill designated command positions for O-4 companies and battalions through O-6 brigades. OCAR PERDIV normally directs FTSMD to select commanders from the OML to fill O-3 company positions. USARC normally notifies majors, lieutenant colonels and colonels selected for command, and FTSMD normally notifies captains.

Do you want the opportunity to make a difference? Are you ready for a challenge? The next time you are notified that you are being considered by a Command Assignment Advisory Board, step up to the plate, take a swing and submit your packet. Remember, Command Assignment Advisory Boards are mandatory for all AGR officers in the zone of consideration. Be professional, comply with the letter of instruction and submit your packet. By submitting your packet you enable the Command Boards Team to provide the CAR with the best possible tools to select future commanders.

To find out more about AGR Command Assignment Advisory Boards, try the Boards section on the AR-PERSCOM web site at www.2xcitizen.usar.army.mil, or contact Joseph Burton or Chief Warrant Officer 4 William Fox at (314) 592-5423.

results announced: AGRs well-represented

☞ Position vacancies should be displayed;
☞ More online information — such as records, points, phone numbers and promotion-board results — should be accessible.

With a targeted population of 363,000, there was a response rate of 1.2 percent (or 4,268 participants):

☞ 65.6 percent of whom were Active Guard Reserve, or AGR, soldiers;

☞ 19.9 percent belonged to troop program units, or TPU;

☞ 6.4 percent were individual mobilization augmentees, or IMA;

☞ 6.2 percent belonged to the Individual Ready Reserve, or IRR; and

☞ 2 percent were categorized as "other."

More than 60 percent of the surveys (or 2,586 participants) submitted contained

written comments. Of those, 31 written requests (or about 1.2 percent) were forwarded to Customer Contact Office for action.

Participation in the survey among AGR soldiers was high: Almost 66 percent of survey respondents were Active Guard Reservists. Of the surveys containing written comments, 66.3 percent were from AGR soldiers.

To give you an idea of just how high AGR participation was in relation to the rest of the Army Reserve, keep these statistics in mind:

AGR = 3.5 percent of USAR population

TPU = 52 percent of USAR population

IRR = 43 percent of USAR population

IMA = 1.5 percent of USAR population.

Soldiers in the following ranks made up

the majority of respondents: major, lieutenant colonel, staff sergeant, sergeant first class. (Three brigadier generals responded.)

The recent AR-PERSCOM customer-satisfaction survey provided good news but also gave suggestions on how to improve service:

☞ Career managers should be branch-qualified;

☞ Their staffing should be sufficient; and

☞ Their customer-service skills should be adequate.

More general comments targeted improvement in the areas of

☞ retirement points;

☞ promotion packets; and

☞ inaccurate and/or lost records.



Clockwise from above: Sgt. 1st Class Lucius Herron unloads a table from a truck Sept. 14 to set up for the Veterans StandDown. ♦ Civilian and military volunteers place a canopy post. ♦ Maj. Marilyn Fisher helps out. ♦ Sgt. 1st Class Vieni Ta'amilo works with the canopy. ♦ Master Sgt. Dawn Guild, Sgt. 1st Class Christine Fitzgerald, Sgt. 1st Class Tamara Short and Sgt. 1st Class Cindy Loraas unload a canopy post.



Photos by Sgt. 1st Class Frank Ulery/Public Affairs Office



Employees lend a helping hand to homeless vets

by Sgt. Maj. Elva R. Brown

St. Louis held its 11th StandDown for homeless vets downtown Sept. 14 to 15.

A StandDown is when exhausted combat troops are removed from the frontlines to rest and recover in a safe and secure area. This allows them time to get some good food, haircuts, showers and a change of clothes (among other things).

Vietnam veterans Robert VanKeuren and Dr. Jon Nachison organized the very first StandDown in San Diego in 1988. The program's philosophy is to give the veterans a hand up, not a hand out by provid-

ing food, clothing, medical, legal and mental health assistance, job counseling and referral, but most importantly, companionship and camaraderie.

Since then, the program has grown to approximately 80 held throughout the nation yearly. According to an article by the National Coalition for Homeless Veterans, approximately 275,000 veterans live in the streets across the nation. It is estimated that as many as 100,000 homeless veterans have received assistance at StandDowns.

Bringing this information closer to home, St. Louis has approximately 3,000 home-

less veterans. StandDown volunteers prepared to process the 353 who had registered. The StandDown actually processed about 250 veterans.

Four civilian volunteers and 30 soldiers from AR-PERSCOM set up tents and helped homeless veterans at various stations.

Some of AR-PERSCOM's people worked as squad leaders, while others worked at the court house checking in bags the veterans had collected their clothing and food in while they went to seek legal assistance.

Maj. Marilyn Fisher, an AR-PERSCOM nurse, worked with the medical section.

NEWS NOTES

TOWN-HALL MEETING

Attendance is encouraged

Lt. Gen. Thomas J. Plewes, the chief of the Army Reserve, is scheduled to hold a town-hall meeting in the AR-PERSCOM Great Halls Oct. 23. Attendance is mandatory for military, and civilian employees are encouraged to attend one of the two sessions: 9 to 11 a.m. or 1 to 3 p.m.

CULTURAL EVENT

Native American program set for Nov. 15

November is Native American Heritage Month.

AR-PERSCOM will hold its observance Nov. 15 from 1 to 2 p.m. in the Great Halls.

Contact the Equal Employment Opportunity Office to find out more about this cultural event.

For more general information about the national observance, visit the Defense Equal Opportunity Management Institute, or DEOMI, web site at www.pafb.af.mil/deomi/deomi.htm Select "EO/EEO Publications," then go to "Research Publications."

MASQUERADE PARADE

'Trick or treat' at AR-PERSCOM

See the "goblins on parade" as the children of Just U.S. Kids march in a masquerade parade around the atrium Oct. 31 at 9:30 a.m. Just U.S. Kids is the Federal Records Center's on-site child-care center.

Many FRC employees line the atrium and enjoy handing out candy to the "little monsters" as they pass by. Their costumes run the gamut from scary to sweet.

SGLI

Plan will also cover spouses, children

The Servicemembers' Group Life Insurance plan will also cover troops' spouses and eligible children beginning Nov. 1, according to the American Forces Press Service.

The Veterans' Opportunities Act of 2001, signed by President George W. Bush last spring, allows for up to \$100,000 coverage for military spouses and \$10,000 coverage for each child.

The spouse's coverage can be no higher than the member's.

Learn more at www.insurance.va.gov/sglivgli/sglifam.htm

CRC

Soldiers, civilians honored

The AR-PERSCOM commander holds command recognition ceremonies every other month; the most recent was held Sept. 26.

Those honored have "distinguished themselves by extraordinary performance of duty, longevity of successful service to the federal government, or by volunteering their time and talents above and beyond their assigned duties to support a worthy cause, to assist in a special event or to just help someone in need," according to AR-PERSCOM commander Col. W. Bruce Pittman.

Staff Sgt. William Collins

Capt. Richard Dederer

Jeffery Graham

Maj. William Guphill

Mike Haley

Sandra Hewitt

Sgt. 1st Class Robert B. Hughes

Patricia Johnson

Diane Looser

Ida Maclin

Maj. Dudley Nesbitt

Blake Oehme

Sgt. 1st Class Laura Santiago

Maj. Cynthia Slack

Connie Staiger

Sgt. Maj. Edward Wagenaar

Staff Sgt. Christeen Williams

Travel-card cardholder agreement changes

compiled by Michael Shaw

Financial manager

Resource Management Directorate

To see how much you know about your B of A travel card, take a quiz at <http://www.fss.gsa.gov/webtraining/trainingdocs/traveltraining/index.cfm>

The Department of Defense recently announced its commitment to reducing the number of cardholder accounts that are held by infrequent travelers.

Bank of America must pay a fixed cost to maintain a cardholder's account in the VISA system. Cardholder accounts that are not needed do not generate revenue and thus contribute to the large losses that have threatened the commercial viability of the

travel-card contract.

In addition, cardholder accounts that are not needed present an unnecessary risk for card misuse and delinquency.

To accomplish this reduction of infrequent traveler accounts, DOD and B of A have agreed to focus on three groups of cardholder accounts:

✎ Cards issued over 12 months and never used (61,504 in the Army).

✎ Cards issued and used, but not used in the last 12 months (48,877 in the Army).

✎ Cards issued and used, but with less than \$1,000 in charges in the last 12 months (79,135 in the Army).

The following are recent increases in fees and procedural changes you should be-

come familiar with as a frequent traveler.

✎ Pay-by-phone charge: B of A may offer this service; however, charges for pay-by-phone (\$10) are not addressed in the policy and would NOT be reimbursable to the traveler.

✎ ATM fee: New automated teller machine fee is 3 percent and is a reimbursable expense on your travel voucher.

✎ Late payment fee: Late payment fee increased from \$20 to \$29 at 75 days instead of 120 days.

✎ Returned check fee: Returned check fee increased from \$20 to \$29 per incident.

✎ Expedited card delivery: Effective Sept. 15, a fee of \$20 will be charged to the

continued on page 22

AKO -- the Army Knowledge Portal:

by Maj. Donald Hames

Army Knowledge Online, or AKO, will soon be the single source of Army information and services for ALL soldiers, Department of the Army civilians and authorized support contractors. Without an AKO account, you will not be able to perform your mission. In preparation of this eventuality, the Army and Army Reserve leadership directed soldiers, Reservists and DA civilians to log on, send their info out into (secure) cyberspace and get an AKO password.

AKO is part of the Army's transformation process. This process uses information technology to provide commanders the information they need to successfully fight and win on the battlefields of the future.

The Army transformation requires more than immediate access to accurate, relevant and timely information. Army transformation involves sharing all information assets, including databases, documents, policies, procedures (explicit information) as well as unarticulated expertise and experience (tacit information) resident in experienced personnel. The systematic process of finding, selecting, organizing and sharing explicit and tacit information is defined as knowledge management. For this reason, a primary component of Army transformation is knowledge management.

The practical implementation of this component is Army Knowledge Online, or AKO, which provides a central entry point for

accessing enterprise information. The Army's portal, Army Knowledge Online (AKO), is already operational and exists for both NIPRNET (AKO) and SIPRNET (AKO-S) access.

The Secretary of the Army and Army Chief of Staff directed all active-duty soldiers, U.S. Army Reserve members, and civilian personnel to obtain an AKO account (and AKO-S account as required) by Oct. 1. Additionally, the Chief, Army Reserve, has directed all Army Reserve Full Time Support soldiers and civilians to establish an AKO account by the same date.

To obtain an AKO account, your Internet browser must be Microsoft Internet Explorer version 4.0 (or higher) or Netscape Navigator. Insert the URL: **www.us.army.mil**; click on "I'm A New User"; and complete your registration. For a classified AKO account (AKO-S), access to the SIPRNET is required. Insert the URL: **www.us.army.smil.mil**; click on "I'm A New User"; and complete your registration. Individuals who have the need for an AKO and AKO-S account must register at both sites. AKO registration instructions are user-friendly, and an online (**help@us.army.mil**) and telephonic help service [1 (877) 256-8737] is available if needed.

To complete your registration you must:

- Be listed in the Total Army Personnel Database, or TAPDB;
- Enter your Social Security number;
- Enter your date of birth; and
- Enter your Pay Entry Basic Date (PEBD) (military only).

TRAVEL CARD CHANGES FEES AND MORE CHANGE

continued from page 21

cardholder's account to expedite the delivery of the card. This fee is reimbursable on your travel voucher.

✎ **Cancelled cards:** Cardholder's who have never used the card will have them cancelled. Travelers must reapply using the new B of A Individually Billed Card Account Setup/Application Form, Form: S02D0400, Revised May 29.

✎ **Inactivated cards:** Cardholder's who have not used the card within the past year will have them inactivated. A listing of those cards to be inactivated were distributed to directors and office chiefs Aug. 27.

✎ **Infrequently used cards:** Commands were to receive a list of those accounts that have less than \$1,000 in use over the past 12 months and instructions on the evaluation process. AR-PERSCOM has not received this listing nor instructions but

commands may be given the latitude to decide what cardholders to retain or cancel.

With these changes in travel card policy, there will be corresponding adjustments in how DFAS must handle travel advances. For example, if the traveler is exempt or is not authorized (refused) issuance of a government travel card, a travel advance may be authorized on the order if approved by the order authorizing/approving official. The Defense Finance and Accounting Service, or DFAS, calculates the amount of the advance as follows:

- ✎ 100 percent for cash transaction expenses:
- ✎ Meals and incidental expenses (MI&E).
- ✎ Miscellaneous transportation (local transit, parking, tolls and so forth).
- ✎ Gasoline and expenses normally covered

by mileage.

✎ Other miscellaneous expenses that can be reasonably estimated before travel commences.

✎ 80 percent of estimated additional cash expenses (lodging and transportation costs).

✎ 100 percent of "travel cost in special circumstances."

There are also proposed changes to the DOD Financial Management Regulation, or DODFMR, including default split disbursement, salary offset and non-discretionary allotment for delinquent travel card debt. For more information on these proposed regulatory changes, go to the web site located at **http://www.dfas.mil/money/travel** and under the "GSA Smart Pay Conference" click on the file "DOD Issues and Updates."

DA directs you to join Information Age



If you do not have your PEBD, check your personnel records or call your career management officer.

If you are in one of the categories below, you are not authorized a full AKO account but can sign up for a guest account. To sign up for a guest account, you must be sponsored by someone with an established AKO account. You will need your sponsor's AKO e-mail account name (example: snuffy.smith@us.army.mil) when you sign up. A guest account would be needed by AKO visitors who are:

- ✧ Contractors;
- ✧ Soldiers who are medically discharged;
- ✧ Local-national employees;

- ✧ DOD civilians;
- ✧ Army volunteers;
- ✧ Retired DA civilians;
- ✧ Family members of full AKO members;
- ✧ Cadets (collegiate level); and
- ✧ Other U.S. armed servicemembers (Air Force, Coast Guard, Marine Corps, Navy).

One question that you may have about obtaining an AKO is "What are the benefits of having an account?" The many benefits include:

- ✧ A lifetime e-mail address with 50 megabytes of mail storage;
- ✧ An easily customizable Internet portal for easy access to any Internet site;
- ✧ An AKO white pages and worldwide locator service;
- ✧ Access to the latest Army news and information, easily customized to your interests; and
- ✧ Links to all Army Internet sites.

In the near future you will also be able to access your military personnel records jacket, or MPRJ, online. This will allow you to:

- ✧ Check your retirement point statement;
- ✧ View your PERMS file to ensure it is complete; and
- ✧ Check the status of OER/NCOER submissions.

To sign up for your account, go to <http://www.us.army.mil>

Maj. Donald Hames is a systems analyst with the Chief Information Office.

Personalized service hits desktops

AR-PERSCOM launches new self-service web portal

by Claire A. Harter

The U.S. Army Reserve Personnel Command has expanded its scope of "taking e-care of soldiers" by adding a new self-service portal to its official web site, www.2xCitizen.usar.army.mil

During the second week of October, the new portal, My2xCitizen, made its official debut. The personalized web portal provides soldiers with a snapshot view of their career information and enables them to uniquely customize information significant to the management of their Army Reserve careers.

My2xCitizen supports AR-PERSCOM's commitment to develop improved and timely services for soldiers in the field and to better support Army reservists worldwide.

"Our goal is to continually improve per-



A new look and a new service from the U.S. Army Reserve Personnel Command's web site at www.2xCitizen.usar.army.mil: My2xCitizen gives each customer a personalized web portal with his career information at a glance and the ability to customize certain information.

Continued from page 23

AR-PERSCOM announces new self-service web portal



sonnel readiness in any way that we can," AR-PERSCOM commander Col. W. Bruce Pittman said. "We're taking the next major step toward AR-PERSCOM Knowledge Management by adding My2xCitizen to AR-PERSCOM's 2xCitizen Web site."

My2xCitizen maintains all of the functionality and links previously available on 2xCitizen with additional capabilities that focus on showcasing personalized career information. Key features include:

- Secure Army Knowledge Online (AKO) login;
- Personal information such as contact data and service data;
- Retention and readiness information including security clearance, physical, expiration term of service (ETS) and other important dates;
- Electronic military personnel documents;
- Retirement information including retirement points and ARPC Form 249-2 E generation;

- Alerts for key expiration dates pertaining to the soldier's career;
- Address update capability (some Current Organizations restrictions apply);
- Customizable windows and components for personalization.

According to Anita Washington, portal-business team leader, AR-PERSCOM began its quest toward customer self-service with Interactive Voice Response (IVR) initiatives over this past year. "The Web portal is the next logical step in this process and represents AR-PERSCOM's commitment to improving customer service," she explained.

"The portal enhances AR-PERSCOM's ability to provide information to a large and geographically dispersed Reserve population. Soldiers will be able to update their address, phone, fax and e-mail information, verify their current information (especially important during mobilization operations such as Noble Eagle and Enduring Freedom), and obtain information on retirement

points," Washington added.

To access the portal, soldiers must obtain a valid Army Knowledge Online, or AKO, login and password. Soldiers can then log onto the portal directly from the 2xCitizen Web site home page at www.2xCitizen.usar.army.mil To register for an AKO account, soldiers can go to www.us.army.mil

My2xcitizen is the most recent initiative of interactive web-based tools offered to reservists worldwide since launching the newly designed 2xCitizen web site in October 2000. From within the portal, soldiers can also access interactive applications, such as an Estimated Retirement Pay Calculator, Survivor Benefit Program Calculator, Evaluation History, Promotions Eligibility and the Active Guard Reserve Packet.

Claire A. Harter is a media writer for Northrop Grumman Information Technology. Northrop Grumman acquired Litton PRC, a contractor for the U.S. Army Reserve Personnel Command.

AR-PERSCOM
ATTN: ARPC-ZPA (Hub editor)
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ADDRESS SERVICE REQUESTED